

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Serial No.: Not Yet Received (Filed Contemporaneously with Application)

Filing Date: November 2, 2001

Applicant: Reese et al.

Entitled: MACHINE ASSISTED SYSTEM FOR PROCESSING AND RESPONDING TO REQUESTS

Assistant Commissioner for Patents
Box Patent Application
Washington, D.C. 20231



CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.10

"Express Mail" Number: EL622260220US

Date of Deposit: November 2, 2001

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Sheri L. Burke
Sheri L. Burke

Sir:


INFORMATION DISCLOSURE
STATEMENT UNDER 37 CFR §§ 1.97-1.98

The following is submitted in accordance with 37 CFR §§ 1.97-1.98 and the provisions of MPEP §§ 609 and 707.05 (b). The following list of art is already of record and fully discussed in the parent case, Serial No. 09/378,515 filed August 20, 1999 and therefore, copies are not attached.

The references and information are listed below and on attached form PTO-1449.

U.S. PATENTS

U.S. PATENT NUMBER	INVENTOR(S)
5,179,585	MacMillan, Jr. et al.
5,239,462	Jones et al.
5,299,260	Shaio
5,444,774	Friedes

5,675,637	Szlam et al.	
5,867,562	Scherer	
5,870,464	Brewster et al.	
5,987,118	Dickerman et al.	

FOREIGN PATENT DOCUMENTS

COUNTRY	PATENT NO.	INVENTOR(S)
NONE		

OTHER DOCUMENTS

1. NONE.

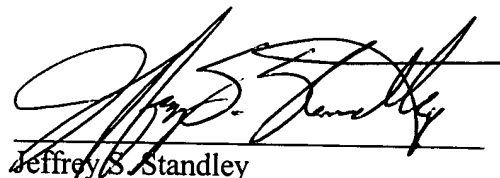
The identification of any document herein is not intended to be, and should not be understood as being, an admission that each such document, in fact, constitutes "prior art" within the meaning of applicable law.

Applicant respectfully requests that the documents cited herein be made of record in the normal manner and that such documents appear on the printed patent as being considered and made of record.

Respectfully submitted,

Date: 11-2-01

By:



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UC858 U.S. PTO
10/002508
11/02/01

Atty. Docket No. COM1384-002D Serial No. Not Yet Rec'd

Reese et al.

Applicant

<u>November 2, 2001</u>	<u>Group Art Unit</u>
Filing Date	

Examiner's name

Examiner's Initial	Document Number	Date	Name	Class/Sub-class
	5,179,585	01/1993	MacMillan, Jr. et al.	379/88
	5,239,462	08/1993	Jones et al.	364
	5,299,260	03/1994	Shaio	379/265
	5,444,774	08/1995	Friedes	379/266
	5,675,637	10/1997	Szlam et al.	379/142
	5,867,562	02/1999	Scherer	379/88
	5,870,464	02/1999	Brewster	379/219
	5,987,118	11/1999	Dickerman et al.	379/265

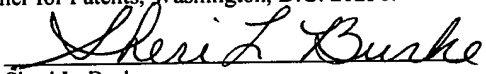
Examiner's Initial	Document Number	Date	Country/Name	Translation? yes/no
	NONE			

1. NONE.

Examiner	Date Considered
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Examiner: Initial if citation considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

The identification of any document herein is not intended to be, and should not be understood as being, an admission that each such document, in fact, constitutes "prior art" within the meaning of applicable law since, for example, a given document may have a later effective date than at first seems apparent or the document may have an effective date which can be antedated. The "prior art" status of any document is a matter to be resolved during prosecution.

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